



**STATE OF TENNESSEE  
BUREAU OF TENNCARE**

**You have a right to fair treatment.**

**If you think you have been treated unfairly, this page tells you who to contact.**

**We do not allow unfair treatment in TennCare.**

State and Federal laws protect you from unfair treatment. No one can treat you in a different way because of your:

- |         |            |          |         |            |
|---------|------------|----------|---------|------------|
| • Race  | Birthplace | Sex      | Beliefs | Disability |
| • Color | Language   | Religion | Age     |            |

In TennCare, unfair treatment could mean many things. It could mean someone treated you differently because of one of the things listed above. For example:

- Maybe they didn't let you take part in the same things as other people.
- Maybe you did not get the help you needed to get health care.
- Maybe you did not get the health care that you needed.

**Do you think you have been treated unfairly?** You may contact any of the places listed below for help. You also have the right to file a complaint. By law, no one can get back at you for filing a complaint.

**This is who you can contact if you are treated unfairly under TennCare.**

**Is your problem with your:**

- **Physical health care? Then call your health plan (MCO).**
- **Mental health care? Then call your BHO.**
- **Dental care? Then call Doral Dental.**

Call their Member Services Line. The number is listed in your Member Handbook. Ask to speak with the Non-discrimination Compliance Coordinator

**You May Also Contact :**

**Bureau of TennCare**

You can call the Office of Non-discrimination at:  
(615) 507-6474.

You can call the Bureau of TennCare toll free at:  
(800) 342-3145.

You can write to: Office of Non-discrimination  
Bureau of TennCare  
310 Great Circle Rd.  
Nashville, TN 37243

Fax: (615) 741-0882

TDD: Toll Free – 1-800-772-7647  
Local – 313-9240

**U.S. Department of Health & Human Services –  
Office of Civil Rights**

You can call (800) 368-1019 for free.

You can write to:

Director - Office of Civil Rights  
U.S. Department of Human Services  
200 Independence Ave., SW –Room 506 F  
Washington, DC 20201

TDD: (800) 537-7697

**U.S. Department of Health & Human Services –  
Region IV Office of Civil Rights**

You can call: (404) 562-7859.

You can write to:

U.S. DHHS / Region IV Office of Civil Rights  
**61 Forsyth Street, SW - 3rd Floor, Suite 3B70**  
Atlanta, GA 30303  
Fax: (404) 562-7881